

Solganic Privacy Policy

Effective Date: 22nd August 2025

Solganic ("we," "our," "us") is committed to protecting the privacy of our farmers, customers, partners, and digital platform users. This Privacy Policy explains how we collect, use, store, and protect personal information when you use our services, including our website, digital soil health platform, WhatsApp chatbot, and fertilizer distribution programs.

1. Information We Collect

We may collect the following information:

Personal Information: Name, phone number, email address, location (village, district, province), and payment details

Agricultural Data: Soil analysis results, farm size, crop type, fertilizer use, composting materials, and farming practices

Platform Usage Data: Login details, preferences, and interactions with our online, offline, and WhatsApp tools

Transaction Data: Purchases of fertilizer, subscriptions, and service payments

2. How We Use Your Information

We use your information to:

- Provide fertilizer recommendations and soil health analysis
- Help you generate compost nutrient profiles and carbon-nitrogen ratios
- Process orders, subscriptions, and payments
- Improve our digital platform and customer experience
- Send important updates, training resources, and service alerts
- Comply with legal obligations

3. Data Sharing

We do not sell your personal data. We may share information only with:

Trusted Partners: Agronomists, cooperatives, or NGOs supporting farmer training

Service Providers: Payment processors, IT service providers, or cloud storage providers

Legal Authorities: If required by law or to protect our rights

4. Data Security

We use encryption, secure servers, and access controls to protect your information. However, no system is 100% secure, and we cannot guarantee absolute security.

5. Your Rights

As a user, you have the right to:

- Access and request a copy of your data
- Correct inaccurate information
- Request deletion of your data (subject to legal and contractual obligations)
- Withdraw consent for communications

6. Data Retention

We retain your personal and agricultural data only as long as necessary to provide our services or comply with legal requirements.

7. Children's Privacy

Our services are intended for adults involved in farming. We do not knowingly collect data from individuals under 18.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website and digital platforms with a revised effective date.

9. Contact Us

If you have any questions or requests about this Privacy Policy, please contact us via the contact details on our website or email us at solganicsoilsfert@gmail.com